

Smoke Signals

A Publication of Hampton Division of Fire & Rescue

JANUARY 2013

"Citizens First Because We Care"



From the Fire Chief

I hope that you and your family had an enjoyable holiday season. As we approach the start of a new year, it is important to reflect on our recent accomplishments in the Division, and look forward to future opportunities.

Listed below are just a few of our many 2012 accomplishments:

- Responded to thousands of citizen calls including: fires, illnesses, injuries and response to a tornado, a derecho, a hurricane and two floods
- Upgraded the HVAC system of Briarfield Station #9
- Began renovations of the Training Center at 1300 Thomas St.
- Secured funding for and ordered 10 medics units, 3 pumpers, 1 75 ft. ladder, 1 150 ft. ladder, 1 100 ft. tower, 2 squads, 2 battalion chief vehicles, and 2 EMS supervisor vehicles
- Increased the fees for the EMS recovery program and implemented the new fire inspection fees
- Began replacement of Thermal Imaging Cameras
- Gained approval for an additional Deputy Fire Chief and 4 new WAE Fire Inspector positions
- Received grant funding to purchase mobile data computers for all fire apparatus and staff vehicles
- Began a comprehensive review of Standard Operating Procedures and all specialty team programs
- Hosted the Southeastern Assoc. of Fire Chiefs Conference
- Implemented a new joint hiring process with Newport News
- Conducted a TRFA and EMT-Intermediate training program
- Began cooperative aircraft fire and rescue training with LAFB
- Received accreditation as an OEMS ALS Training Center
- Began delivery of on-duty officer development seminars
- Developed Volunteer Professional Training Standards

- Purchased and outfitted 4 utility vehicles for special events in cooperation with the Volunteer Companies
- Worked toward and continue to pursue agency Accreditation

Additionally, senior staff worked cooperatively to achieve a number of milestones to include: establishment of several committees to address immediate needs identified in the officer retreat and made a concerted effort to standardize the operations of all battalions down to the station level. All of these accomplishments are Division successes, which would not have been possible without the support and participation of each of you.

Looking forward, 2013 will see the completion of several of the above-mentioned projects, along with continuation of the Thermal Imaging Camera replacement project, replacement of large diameter hose, and the upgrade of hydraulic rescue equipment. We will also restructure our reserve program to equip all fire and EMS apparatus to maintain a ready state. Using excess EMS funding, work should begin soon at the Willow Oaks Station to construct a separate female bathroom/shower. Additional money has been earmarked to make station improvements and upgrade furniture.

As we move forward, please take time to reflect on the special opportunity we are given, as individuals and especially as public servants. I want to thank each of you for all you do each and every day "to provide excellent service which exceeds customer expectations." Thanks again for all you do, and STAY SAFE!

Fire Chief David E. Layman

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Virginia Air & Space Center Goes to the Dogs!



Clifford The Big Red Dog and many of his friends from Bridwell Island are at the VASC through April 21, 2013. On, November 17th, opening day for the exhibit, Sparky The Fire Dog was invited to interact with the children as well.

Hiring Process Overview

The consolidated process is a part of the shared services agreement between the cities of Hampton and Newport News. Job announcements were published for both the cities during the month of August.

In September, the application period ended just as written testing was being completed. There were approximately 600 applications accepted throughout this period and just over 500 candidates took the written/reading test.

On October 6th, 2012, candidate testing continued with two videotaped interviews. At this point a little over 300 videotaped interviews have been conducted. These videotaped interviews were then assessed and scored later in October by members of the Hampton and Newport News Fire Departments. The scored assessments were sent to Morris-McDaniel, the firm that administers the testing processes, to compile the scores. A list was produced that placed the candidates into 4 different "bands" or groups based on proven systematic and statistical methods. During this portion of the process, Hampton also put 225 candidates through the APAT test throughout the month of October.

During the month of November, Deputy Chief Monk, Ms. Thornton from Human Resources, and AC Topping met with members from NNFD and assessed the videotapes from the candidates that scored in the top band. Candidates that were rated as "acceptable" were offered oral interviews; the oral interviews took place at the end of November.

Hampton currently has 20 candidates going through background testing, which includes a polygraph, Department of Social Services CPS check, and FBI criminal background check. Conditional offers will be made to nine candidates in late December with a proposed start date of January 22, 2-013.

The final candidate list is applicable for the entire 2013 year, with an additional 200 applicants having passed the required testing up to the point prior to job offer. more candidates that have passed the majority of the testing process.

Asst. Chief Craig S. Topping
Training Section

Hampton Fire & Rescue Color/Honor Guard

The Division's Color/Honor Guard, commanded by Lieutenant Benjamin Harris, was founded in 1994. Lieutenant Harris, the only remaining original member of the team, coordinates and leads the team in regular practice sessions.

Presentations of the American, State, City, and Division flags are led by the Color Guard during parades, the State Fallen Firefighter Memorial and other ceremonies. Our Division flag was designed by retired Lieutenant Fred Harvell.

The Honor Guard participates upon request in the funerals of fire service personnel.

The Color/Honor Guard will hold an open house for recruitment in March 2013. If you think you have the right stuff to be a part of this elite team, we need YOU! Open house dates will be announced later.

Right: Color Guard members participate in the 2012 Holly Days Parade in downtown Hampton. *Photo courtesy: Hampton Parks & Recreation*



Congratulations Command School Graduates

The Hampton Roads Fire Officer Command School is an intensive twelve-month, interactive, educational, mentoring program designed to prepare officers and officer candidates for the duties and responsibilities related to assignment as acting officers and promotion to the ranks of Lieutenant, Captain and/or Chief Officer.

Recently, the ten medic-firefighters listed below graduated from Command School:

M/FF Chad A. Bartlome
M/FF Michael D. Deon
M/FF Robert C. Farinholt, Jr.
M/FF Jacob M. Harver
M/FF Jeffrey D. Holt
M/FF Phillip A. Layden
M/FF Brian A. Sears
M/FF Sean D. Norton
M/FF Curt W. Shelton
M/FF John D. Topping, Jr.

Foodbank Backpack Program

Left: Chris Gallagher delivers food items collected by the Division for the Backpack Program to the Virginia Peninsula Foodbank. She is pictured here with one of the Foodbank employees.

The Backpack Program was created to break the cycle of hunger and food insecurity for children in low-income communities by providing them with healthy nutritious foods that are easy-to-prepare, to take home on weekends or extended holidays throughout the school year when other resources are not available.



What is Accountability? Part II

In Part 1 of *What is Accountability*, we discussed the terms accountability, responsibility, and authority. These concepts are the “Big 3” in fire service supervision and management. Each is directly related to the others and forms the framework of accomplishing work through the efforts of others. In Part 2, we will explore the four components of accountability:

Accountability Is a Relationship
Accountability Is Results-Oriented
Accountability Requires Reporting
Accountability Is Meaningless Without Consequences

Accountability Is a Relationship

Accountability is a relationship between two parties – an employee and a supervisor or potentially a supervisor and a manager. Basically, the relationship is between one individual and a position of higher authority within the organization. The position of higher authority delegates responsibility and assigns authority to the subordinate position. The person holding the position of authority is responsible for providing adequate direction, guidance, and resources. The individual accepting responsibility/authority must fulfill his/her obligations as required by law, direction, policy and procedures, regulations, or other instructions. In the Hampton Division of Fire & Rescue, employees, supervisors, and managers take an oath that they will perform their assigned duties and responsibilities.

Accountability Is Results-Oriented

In today's fire service, accountability focuses on positive outcomes. In other words, it looks at performance results. Accountability for results asks if you have done everything possible with your delegated authority and assigned resources to achieve the intended results of the organization. Accounting for results means demonstrating that you have made a positive difference within the organization, and that your actions and efforts have contributed to achieving the organization's intended results. It shows you are accountable for what you can influence as well as what you can control.

Accountability Requires Reporting

Reporting is the crucial component of accountability. Without reporting, accountability cannot be achieved. Reporting, as described here means:

Providing an account of actions and results – here is what we did and how we did it. Providing tangible evidence of results – a physical report of the results.

In either case, reporting reduces the need for speculation and guesswork about actions and results. Ultimately, it promotes trust and confidence between the partners in the accountability relationship. To be useful, reporting must be timely, accurate, and complete. This way, both the person being accounted to, and the performer can get a clear picture of performance results and take whatever actions are deemed necessary.

Accountability Is Meaningless Without Consequences

Another key component of accountability is obligation. Accountability is an obligation to answer for the discharge of one's responsibilities. It is an obligation to take responsibility for performance. It is an obligation to answer for the execution of one's assigned responsibilities and the responsibilities of one's assigned subordinates. Obligation is closely linked to liability and with liability comes consequences. Consequences can be viewed as rewards (positive discipline) or sanctions (negative discipline).

Summary

Accountability must be understood by everyone in the Division. It is a central component to accomplishing work through the efforts of others. Additionally, it is a primary element in the process of delegation. Remember, delegating responsibility does not relieve the delegator from the liability of that responsibility. Once responsibility is delegated, an account of actions and results of the delegated responsibility must be reported back up the chain to the delegator (origin of the responsibility). Reporting must be performed on a routine basis to keep the delegator informed.

Who Is It?



Which one of your coworkers is pictured above? It's M/FF Fred Steele, pictured to the left with Lt. Steve DeMillo. Lt DeMillo correctly identified Fred on his Big Wheel and won a mug with the Division's logo.

What Is It?

Be the first to correctly identify the 'thingamajig' and win a red coffee mug with the Division logo. Your guess should be submitted by email; no phoned in responses will be accepted. Only the first person to correctly identify the item will be awarded a mug. One guess per person. Email to, Icherry@hampton.gov.



Youth carolers from Old Hampton Community Center descend upon city hall just before the holidays.

VFW Post Recognizes Hampton Firefighter and EMT of the Year

Medic Firefighter Jaime Rastatter, an 8-year veteran of the Division, was recently recognized as Firefighter of the Year by VFW Post 5500 in Hampton. She has a "can-do" attitude, and exhibits high energy in every task that she is assigned.

Jamie was a key member of the conference committee, which was tasked with hosting the International Association of Fire Chief's Southeastern Conference in Hampton. After months of planning, the conference was held in June 2012, and deemed a success, bringing positive attention to the City of Hampton and the Hampton Division of Fire and Rescue.

Additionally, Jamie coordinated activities between the Muscular Dystrophy Association, Hampton Professional Firefighter's Association, and the City to provide financial assistance for "Jerry's Kids". She worked with local businesses to ensure approval of fundraising activities at varied sites and coordinated apparatus assignments, site visits, and times with the Division's senior management.

Lastly, Jamie was instrumental in raising awareness of breast cancer by gaining authorization for members of the Division to wear pink t-shirts during the month of October.

Medic Firefighter Rastatter is currently assigned to Fire Station 6B, Northampton. She holds certifications as a Fire Officer I/II, Instructor I, and completed Fire Command School in 2011. Jamie is a state EMT-Intermediate and is a member of the Division's Critical Incident Stress Management Team.

Lieutenant Erik Stauffenberg was selected in 2008 to begin studying the feasibility of providing in-house advanced life support certification training. Accreditation through the Virginia Office of EMS provides public notification that an institution or a program meets standards of quality set forth by an accrediting agency. The process consists of ongoing evaluation, and frequent program improvement. Accreditation is a signature of training excellence achieved through strict compliance to the highest standards. Achieving excellence and high standards defines Lieutenant Erik Stauffenberg; he was selected to bring this project to fruition.

After months of hard work, constant coordination, and attention to detail, Erik submitted application to VOEMS to seek accreditation. In December 2011, after more months of the same intense efforts, preparation was complete. That month, the state Office of EMS conducted an intense site visit to ensure that all standards of quality were in place and that program requirements were met.

In January 2012, Hampton's program was given conditional approval. The first class began in September and will end on December 14th. Six firefighters have been successful in passing the course and are currently waiting to complete testing for National Registry as EMT-Intermediates. Obtaining EMT-Intermediate accreditation was a noteworthy accomplishment for Hampton, as it allows the Fire and Rescue Division to train its own members and save tuition costs and travel time associated with attending at other locations. Hampton is one of only seven fire and rescue agencies in Virginia to be accredited.

Lieutenant Erik Stauffenberg is an 18-year veteran of the Division and is currently assigned to the Training Section. He holds numerous instructional certifications and is a Nationally Registry Paramedic and a graduate of the Emergency Medical Technology Degree Program at Tidewater Community College.



Holly Days Parade

Hampton's Holly Days "Babes in Toy-land" parade was held on Saturday, December 8th in downtown.

The parade is televised each year on WVEC-TV13.

Pictured is Fire Chief David Layman waving to the crowd from the 1938 Ahrens Fox fire truck. The truck, which was taken out of service in 1975, is owned and maintained by Hampton Volunteer Fire Company. Since its retirement



in 1975 it has enjoyed a new lease on life through its use in parades and other special events.

Photos courtesy: Hampton Parks & Recreation



Reminders



iPayStatements

If you have questions or need assistance with iPay, to include resetting passwords, please contact the Finance Department, at 727-6230.

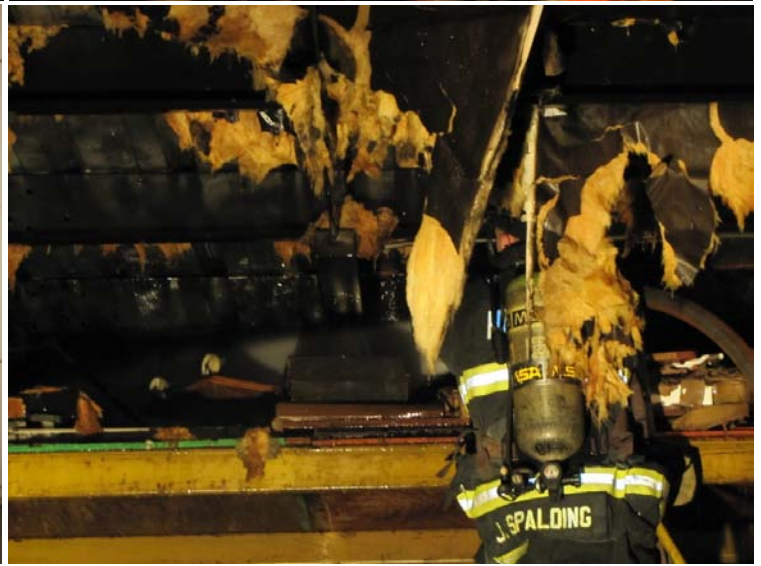
CHANGE OF ADDRESS/CONTACT INFO—Your change of address and/or contact information, as well as name changes due to marriage, should be reported to Kerri Barger, our Employee Services Coordinator, as soon as possible following the change. This can be done by email or by completing the Change of Address Form. Once the change is sent to Kerri, she will notify HR and Finance. However, if you choose to change this information through HR or the Finance Department, you will still need to send notification to Kerri, since those changes are not forwarded. Kerri can be reached at 727-6433.

VOLUNTEER INFORMATION—Callers requesting information about the Volunteer Process should be directed to Scott Doggette in the Training Center, 727-1094.

EMPLOYMENT INFORMATION—Callers requesting information about full-time career opportunities should be directed to Assistant Chief Topping at the Training Center, 727-1094. Those interested in WAE FF opportunities should be directed to Dep. Chief Willaford, 727-6444.

DIRECT DIAL PHONE NUMBERS:	SHEILA WARD	728-2031	AC REEVES-NOBLES	727-6447
	CHRIS GALLAGHER	727-6420	FINANCE DEPT.	727-6230
	DC WILLAFORD	727-6444	HUMAN RESOURCES	727-6407

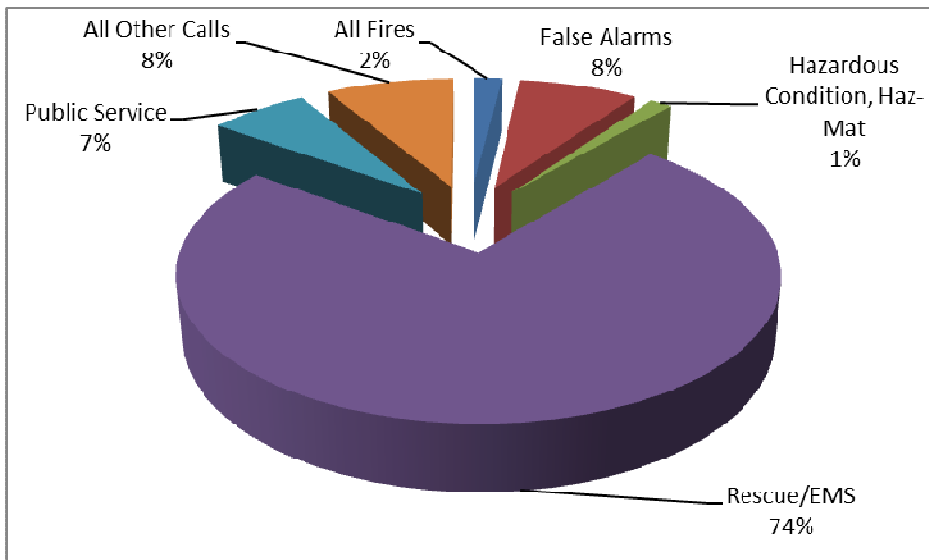
On the Scene



This fire occurred at Stuart's Window Tinting located at 1645 W. Pembroke Ave., on December 13th. Access was gained through the rear metal roll-up doors where heavy black smoke was visible upon arrival. A 2nd alarm responded. *Photos courtesy of Randall S. Price, Communications Unit.*

By the Numbers—Fun Statistics

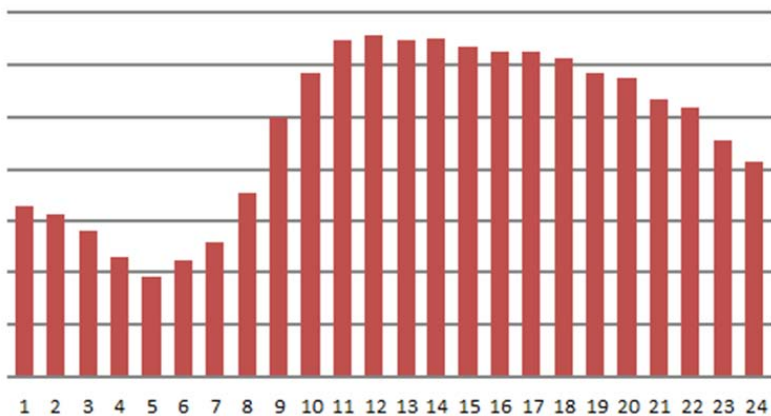
Responses by Type of Call September—November



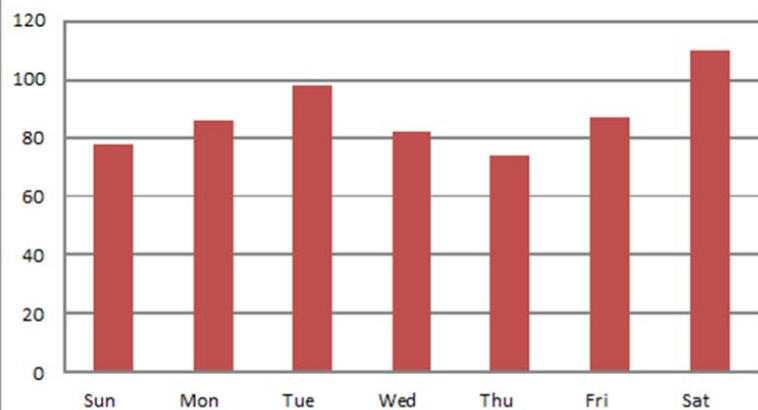
Responses by Station and Type of Call September—November

	Station											
Description	1	2	3	4	5	6	7	8	9	10	11	Total
Structure Fires	12	8	10	5	6	10	12	10	18	15	12	52
Vehicle Fires	1	2	1	0	0	1	4	1	0	3	2	15
Other Fires	6	6	3	4	2	3	3	1	0	10	3	41
Accidental Alarms	22	14	19	15	3	32	26	18	14	31	16	210
False Alarms	40	22	26	14	1	26	31	11	22	34	12	239
Hazardous Condition	23	5	6	7	2	5	10	5	10	7	3	83
Rescue/EMS	750	358	417	393	60	374	428	182	454	658	134	4,208
Public Service	52	38	37	31	13	31	50	16	42	44	18	372
All Other Calls	95	61	49	42	12	46	37	29	38	56	20	485
Grand Totals	1,002	516	571	515	104	534	608	281	607	868	231	5,705

Total Calls for service by hour



Total Calls for Service by Day





This fire occurred Dec. 26, 2012 on Ranalet Dr. Heavy fire was located in the second floor hallway under the hot water heater and the HVAC unit. Minor fire damage extended to the attic area.



Photos courtesy: Brian J. Rueger



January Birthdays

GUTIERREZ, JASPER L
 WASHINGTON, MARCUS A
 SIAM, II, CHRISTIAN H
 BRITT, ANGELA
 HICKS, JOSHUA A
 GAYLORD, TRAVIS L
 BOYD, RENNY G
 BLACKWELL, JEFFREY S
 LESEYE, JOHN W
 SKALSKI, STEVEN C
 BELL, KATHLEEN S
 TACKE, MICHAEL A
 WALDROUP, JR, ELMER W
 JONES, CATHERINE
 CHITTUM, ANTHONY B
 ANNETTE, CHRISTOPHER T
 HOUDE, PAUL A
 MCEVOY, CHRISTOPHER W
 HOLT, JEFFREY D
 MCCORMICK, PATRICK
 LITTLE, II, ROBERT N
 WEDDEL, III, JAMES F
 HASSON, JAMES C

February Birthdays

GROHOWSKI, DANIEL A
 COLEMAN, WILLIAM R
 DEMILLO, STEPHEN C
 WILLIAMSON, KYLE M
 ARTHUR, MICHAEL L
 MORRIS, RHETT R
 FOULKE, THOMAS J
 ADAMS, MICHAEL L
 BAKER, GREGORY A
 LAYDEN, PHILLIP A
 WILSON, MAURICE W
 HARRIS, WAYLON R
 RIZZATTI, JOHN M
 NOAH, MICHAEL A
 BURKE, JEREMIAH C
 SCHMID, FREDERICK W
 DEGUZMAN, JAMES F
 KONINSKI, FRANK
 ROBERTSON, WALLACE R
 ZOLADKIEWICZ, MICHAEL C
 BONNIVILLE, NICHOLAS A
 GRAY, STEPHEN
 HUTCHESON, JAMES
 SCARRY, CLAYTON D



SUBMISSION DEADLINE FOR MARCH ISSUE

Friday, February 15th
 Submit Your Info, Suggestions, Questions to:
 Lynn, lcherry@hampton.gov